

CHUCK E FOCUS

Week 2 – January 15, 2016

1707 Market Place Blvd Suite 200
Irving, TX 75063
972-258-8507



SAY CHEESE!



National Cheese Lover's Day – Contest Coming!

In November we took Chuck E. & Friends on an undercover taste test tour of New York City to show people how delicious Chuck E. Cheese's pizza is. In honor of National Cheese Lover's Day - Wednesday, Jan. 20 - we want the WORLD to see the video of our Manhattan adventure, and we need YOUR help!

We want you to post it, tweet it, share it and shout it from the rooftops! Share our New York takeover video with friends and family, and your store could win \$5,000! Stay tuned for details next week.

The Support Center will be closed Monday, January 18, 2016 for Martin Luther King Day. We will re-open for normal business hours on Tuesday, January 19, 2016

SALES CONTEST

Thank you to everyone for your amazing efforts in the Gift Card Sales Contest.

Congratulations to the following Cast Members and Restaurants in ranking in the TOP!

THE WINNERS CIRCLE

Gift Cards will soon be on their way!

1st – 25th place \$250

1.	Chelsea Hopkins	516
2.	Pedro Garcia	464
3.	Madeline Gaidosh	481
4.	Jerica Buel	646
5.	Erika Townsend	552
6.	Lisset Hurtado Urbieto	536
7.	Ashley Jamieson	534
8.	Symonne Larison	660
9.	Laura Troutman	449
10.	Aya Gabr	480
11.	Catherine Heitzenrater	536
12.	Marissa Marra	530
13.	Lahtia Spivey	510
14.	Ryan Normile	753
15.	Joshua Davis	746
16.	Jennifer Falgout	706
17.	Shaina Schuler	448
18.	Briannah Bancroft-Berry	745
19.	Rantavia Reaves	746
20.	Gabrielle Moran	745
21.	Rhonda Logan	964
22.	Gillian Vantilburg	746
23.	Shelley Williams	472
24.	Shelby Herrera	345
25.	Anthony Newton	781

51st – 100th place \$50

1.	Lindsey Bender	534
2.	Ivy Morgan	893
3.	Megan Predojev	553
4.	Lauren Hall	743
5.	Justin Denman	728
6.	Sierra Pulfer	554
7.	Simone Moore	525
8.	Bresia Pittman	341
9.	Elizabeth Nielsen	699
10.	Deunshanelle Taylor	566
11.	Yessenia Urquieta	853
12.	Eleanor Whipker	670
13.	Ajeya Luttrell	746
14.	David Salmeron	771
15.	Brittany Douville	746
16.	Michael Skrzypkowiak	436
17.	Mia Johnson	570
18.	Ravyn Graham	326
19.	Tonya Flight	553
20.	Amber Williamson	554
21.	Kaitlyn McKee	776
22.	Alivia Cragg	080
23.	Kaylyn Benain	348
24.	Vanessa Delsanter	101
25.	Emily Clark	530
26.	John Brock	080
27.	Lauren Banovic	646
28.	Karyn Scoville	603
29.	Dalynne Cousar	455
30.	Fallon Lynch	488
31.	Caileen King	496
32.	Ester Parada	743
33.	Amanda Valvano	533
34.	Matt Culp	938
35.	Kayleigh Mahon	521
36.	Malika Thompson	738
37.	Darian Gibson	770
38.	Julie Reighard	449
39.	Andrew Hallam	646
40.	Maesyn Green	475
41.	Tina Gonzales	541
42.	Peaches Senghoung	521
43.	Caleb Fredd	472
44.	Christian Soltau	459
45.	Mayra Ornelas	685
46.	Jocelin Lima	510
47.	Christine Labadie	101
48.	Justine Maldonado	470
49.	Regina Nunez De La O	654
50.	Maya Johnson	685

26th – 50th place \$100

1.	Matthew Lynch	476
2.	Wesley Adams	860
3.	Bryan Rios	753
4.	Darlene Aldrich	520
5.	Samantha Zick	753
6.	Courtney Bartlett	033
7.	John Gomez	636
8.	Kinsey Kriner	746
9.	Brooke Hott	119
10.	Lizabeth Zamora	829
11.	Kathy Duncker	965
12.	Kimberli Smith	097
13.	Myah Wade	556
14.	Sunshine Moua	792
15.	Taylor Peyton	693
16.	Jazmyn Fowler	553
17.	Haleigh Jones	748
18.	Rachel Baker	746
19.	Elisandra Dorival	467
20.	Salina Tsegai	792
21.	Jha'Tier Robinson	101
22.	Najha Goodard	470
23.	Hailey Varner	426
24.	Tatyana Dacosta	751
25.	Paige Woolard	745

Top 10 Restaurants

Your pins are on the way!

Name	Store
1. New Hartford, NY	646
2. Niles, OH	745
3. Johnstown, PA	534
4. Regina, SK	872
5. Mansfield, OH	746
6. Altoona, PA	449
7. Butler, PA	530
8. Vestal, NY	521
9. Hamburg, NY	516
10. Greensburg, PA	763

Top Restaurant

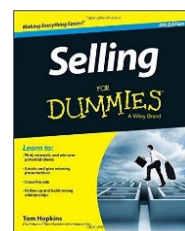
The Traveling Trophy is on its way!

New Hartford, NY ~ 646



Bottom Restaurant

Someone had to be at the bottom, you know who you are! Your prize is on its way!



MY FAVORITE FUN



#933 Lubbock



#034 Oaklawn



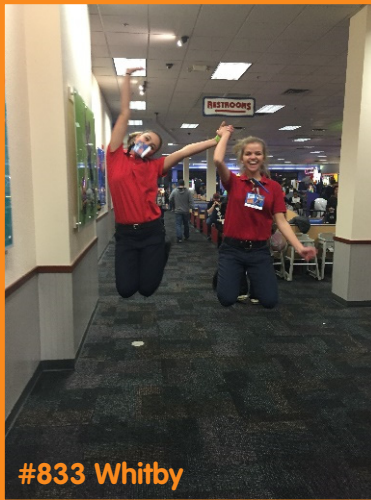
#383 Spartanburg



#454 Corpus Christi



#873 Vaughn



#833 Whitby



#590 Stuart
#starwarweekend



#454 Corpus Christi
#loriandlight



#033 Copperfield



#778 Naples
#fundraiser



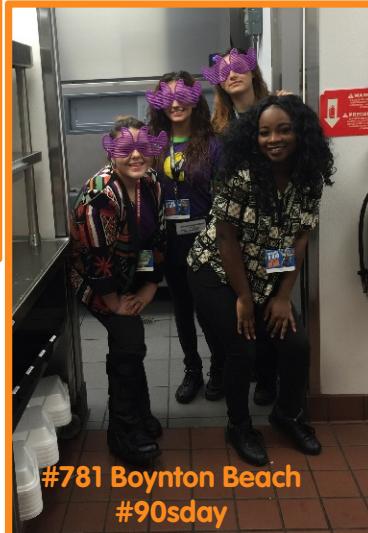
#459 Worcester
#throwbackthursday



#team082



#725 South Dade



#781 Boynton Beach
#90sday



#678 Joliet
#newyearseve



#678 Joliet
#newyearsevegiveaway



#686 Villa Park



#845 Willowdale

DEAR CHUCK E...

As a mother of a 4 year old and a 6 year old, I have been to Chuck E. Cheese countless times! We even celebrated my daughter's first and fourth birthday there! Chuck E. Cheese is a place we constantly frequent. Most recently, I took my children to Chuck E. Cheese just to get out of the house. The place was packed, and I think I know why. It is not just because of the games. Your employees truly love what they do, and it shows! From the second we walked in, they had smiles on their faces. As I waited in line to order a pizza, there were a total of about five customers waiting in line. The line moved swiftly and the associate ringing up our order (Patrice) was friendly and very personable. Unfortunately, I did not get his name, but the man that came out to assist Chuck E. Cheese do his performance was the most enthusiastic employee I have ever seen help Chuck E. Cheese. He was thrilled and did an amazing job keeping the kids entertained. It was great to see the smiles on all of the kids faces because of him and Chuck E. The food came out very quickly and everything else was great. I just wanted to take the time to mention that each and every employee I encountered at your Batavia location was very happy to be at work, incredibly kind, and very proud to be at work. It was awesome, and we cannot wait to go back to an establishment with such an incredible staff. If my 4 and 6 year old have it their way, we would be back VERY soon! Thanks, Batavia Chuck E. Cheese staff, you guys are great!

We came during Christmas vacation and it was packed. There were three employees that I saw working the front, and a couple in the back. The three in the front of the house were exceptional in service and attitude. I don't know the man's name but when I waved him down to help me order more food, he helped me find someone who could help me. I asked the names of the two women, Crystal and Deedee. They were smiling the whole time, working very quickly and efficiently. Lines were long and people were coming and going, so they had to jump around from counter to door and did so very well. You should feel very lucky to have them both in your employ.

We came for a birthday party today while it was insanely busy. The staff was unbelievably cheerful and helpful despite obviously getting their butts kicked with how busy it was. I rarely saw a staff member not smiling. One of the riding machines went down while my son was on it and the guy gave us another coin. The ticket counter messed up twice on us and the guy fixed it quickly. My son got confused while picking his prizes and the lady went above and beyond to fix it when it wasn't her fault. I noticed several staff members when talking to the kids they bent or sat down to be at the kids level which is amazing. I just wanted to thank your staff for making it a great for the kids.

Southern Region
Bowling Green, KY #567
RVP Mike Boyko
DM Michele Beavan
GM Michelle Murray

ANNIVERSARIES 5 YEARS

Moses Davis Iii ~ Location 062
Antonio Botello ~ Location 095
Timothy Kidwell ~ Location 112
Joseph Bond ~ Location 316
Benjamin Robertson ~ Location 405
Jose Martinez ~ Location 451
Natalie Monterroza ~ Location 451
Ashley Holmes ~ Location 538
Larry Parker ~ Location 648
Tracy Blackford ~ Location 707
Robert Rhodes Jr ~ Location 729
Christopher Carter ~ Location 972

10 YEARS

James Eppelheimer ~ Location 726

15 YEARS

Seneca Gray-Robinson ~
DM Southern Region

Central Region
Batavia, IL #349
RVP Chris Kelly
DM Kelli Kasper
GM Owen Green
Cast Member Patrice

Western Region
Greeley, CO #702
RVP Tim Kerum
GM Zachary Eusey
Cast Members Crystal and Deedee

I was just at your Bridgeville, PA CEC for my grandson's birthday party and had a really nice time. I would like to give kudos to the young lady working the front gate. I understand her name is Ahliah and I must say that her demeanor and attitude was just tremendous. Thanks again for the lovely evening.

Northern Region
Bridgeville, PA #535
RVP Jim Brawley
AD Dennis Sanders
GM Pep DeSarno
Cast Member Ahliah

GM OPPORTUNITIES

669 Rogers, AR	547 Mayfield Heights, OH
322 Dublin, CA	554 South Toledo, OH
379 Concord, CA	737 Columbus, OH
768 Pinole, CA	890 Lawton, OK
719 West Orlando, FL	660 Portland, OR
059 457 Lowell, MA	455 Montgomeryville, PA
112 Florence, KY	667 Jackson, TN
963 Lexington, KY	570 Texarkana, TX
479 Natick, MA	580 Valley View Dallas, TX
308 West Las Vegas, NV	586 Austin, TX
500 Brick, NJ	867 Ft. Worth-Presidio, TX
512 Bridgewater, NJ	114 Layton, UT

DISTRICT MANAGER

District Manager

Based in Denver, CO

PURCHASING

Please remember:
Paper Towel and Toilet Paper
Keys are not disposable.

Please place them on a key
ring in the office so they can be
used repeatedly.

MY FAVORITE FUN FEATURE OF THE WEEK GOES TO...

Team Corpus Christi #454

Check out what Team Corpus Christi put
together – a Fun Leaders Display
Window.

What a great way to introduce them to
the guests and get kids excited!



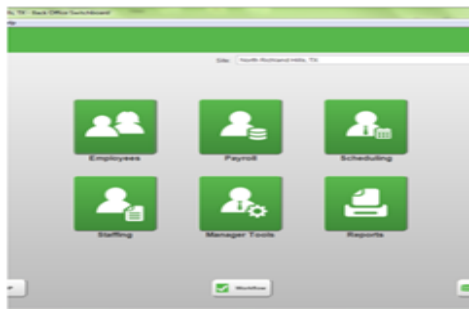
Congratulations to the New Unit
Opening team on another successful
opening of Arlington Heights, IL #688



BULLETIN: NBO LABOR

tips and tricks to get the most from your NBO LABOR experience

Use Workflow to achieve successful pay periods



All Chuck E. Cheese's stores are using the NBO Labor application!

Most GMs are comfortable with this new tool; however, the **number one helpdesk request** is related to **time adjustments and payroll**.

FACTS

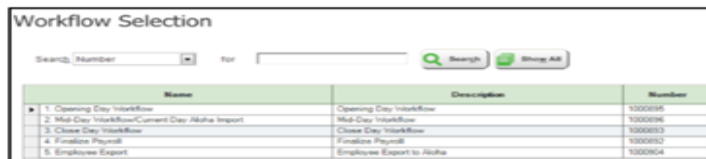
- Most inaccurate pay periods are a result of not using the finalize payroll process.
- You can edit previous week's time records until end of business Monday. Start of day Tuesday, contact Payroll to adjust time records for previous week.
- You can finalize payroll as late as Sunday night of the week after the pay period, which clears the notification. You cannot edit time records after Monday; you must contact Payroll.
- Obtain guaranteed correct time records: Use NBO's Workflow functions to manage time records and clock out checks.

WHY YOU CAN'T EDIT A TIME RECORD

NBO prevents you from editing an employee's time record when:

- The pay period is closed. You must contact Payroll to adjust the time record.
- Break-ending time record matches a shift-ending time record: employee forgot to clock out. Edit the break time record first to correct.
- You finalized payroll and the pay period is not yet closed. Contact Payroll to unfinalize it. You can then edit time records.
- Add a shift for an employee when they do not exist in your system. Reasons: Workday hire process completed after the employee's hire date or borrow process is not followed correctly

UNDER-USED FUNCTION: WORKFLOW



Using Workflow guarantees that you have correct time records throughout the pay period. All it takes is running a report.

From the main menu, click Workflow at the bottom center of the screen. NBO Labor displays the Workflow Selection screen.

RUN CLOSE DAY AND OPENING DAY WORKFLOWS

As standard practice, include running opening day and close day workflows as part of your daily routine. Close day workflow exposes many "clocked out by end of day issues" for correction. Opening day workflow verifies the time records from the previous day. If errors exist, you can correct them.

- Checks unmatched clock in/out records
- Checks the daily schedule
- Checks approaching overtime

FINALIZE PAYROLL

NBO notifies you to finalize payroll for the pay period when you log in Monday.



The notification window displays the pay week that requires finalizing. You must finalize payroll by end of day Monday. Click the unfinalized payroll alert. NBO guides you through the process to ensure the pay period time records are correct. You cannot remove the notice to finalize

payroll when the alert for the next finalize pay period displays.

NBO LABOR QUICK REFERENCE

The updated version of the NBO Labor quick reference is saved to the knowledge library in NCR section. Log on to SharePoint, click the Restaurants link. From the Restaurants page, click the Knowledge Library link. From the knowledge library, click the link NBO Labor to access the quick reference.

- Steps to finalize payroll are located on page 16.
- Steps to edit employee time records are located on page 15.

